



Job Description

Airport Representative – Heathrow, 2017

Discovery Summer runs a range of innovative high quality residential summer courses for young learners/teenagers in top independent schools around the UK as well as 'day' courses for adults, teenagers and young learners in Kensington. Our students enjoy learning skills through a range of language activities in English. On our residential courses English children take part in both lessons and activities.

In our 2014 British Council inspection we were awarded 13 strengths out of a possible 15. Discovery Summer is currently ranked as the top multi-centre summer school in the UK.

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Please read "**Information for Applicants – Day Courses London 2017**" available to download from www.discoverysummer.co.uk/employment.php for details of application procedure and DBS check.
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Job purpose:

To meet & greet students arriving at Heathrow and check them in again on departure.

Skills:

You should:

- Be familiar with all terminals at Heathrow airport
- Have some experience of working with children/teens
- Be extremely well-organised, responsible, reliable, energetic and flexible
- Be comfortable working on your own and as part of a small team
- Be capable of working under pressure and to strict deadlines
- Be prepared to work extended hours if required (i.e. in case of delayed flights). It is your responsibility to stay until the last student has safely left the airport
- Be an excellent communicator.

Airport Reps must be over 18 as you are meeting unaccompanied children who will not be handed over to anyone under 18.

Dates: Saturday 24 June - Wednesday 9 August 2017

Working hours: 1-4 days per week. Mondays, Wednesdays, Fridays, Saturdays. Hours vary. Normally 08.00 – 16.00h

Training: Date and time to be confirmed. Venue: 33 Kensington High Street, London, W8 5EA

Reporting to: Head Airport Rep and Discovery Summer Manager

Dress code: Discovery Summer polo/sweatshirt + smart black/dark blue trousers or skirt.

Based at: Heathrow Airport

Main duties:

- Meet & greet international students (aged 8-17) at Heathrow airport
- Supervise and entertain students whilst they wait for transport to course centre
- Check in students on departure
- Troubleshoot as necessary (e.g. help students with lost luggage)
- Be flexible to help with unforeseen eventualities.

Salary and expenses:

- £9.70 per hour + statutory holiday pay (12.07% of weekly salary)
- Travel expenses to/from Heathrow by public transport
- £7 daily meal allowance (payable against receipts). £10/day if at Heathrow for more than 8 hours.

All Discovery Summer Staff must:

- Commit to safeguarding and promoting the welfare of all course participants (students, English student hosts, staff, group leaders and Discovery Summer visitors) at all times
- Provide the best possible language learning, social and cultural experience for the students
- Provide a high-level of customer care to students and all those associated with them
- Work cooperatively with both Discovery Summer colleagues and host centre staff
- Follow the guidelines in your job description Staff Handbooks regarding the standards expected in your job and how to deliver them
- Maintain confidentiality (in accordance with Discovery Summer's Data Protection Policy)
- Provide full and proper planning and recording documents as required
- Carry out directions from Head Office and complying with all legal and professional organisation requirements
- Present yourself well; being of smart appearance, appropriate to the role and using appropriate language
- Act in a thoroughly professional manner and uphold the good reputation of Discovery Summer

Discovery Summer's policy regarding alcohol, smoking and substance abuse

You are working with children. Consuming alcohol and substance abuse are not permitted at any time during working hours. Smokers may only smoke in designated areas when off duty. Staff must be fit to supervise students at all times. Failure to abide by these rules will be treated as a serious disciplinary matter and could lead to immediate dismissal.